

**TRANSMITTAL OF FORMAL DRAWINGS**Docket No.  
CHA920030017US1In Re Application Of: **Amitabh et al.**

Serial No.	Filing Date	Confirmation No.	Examiner	Art Unit
10/630,392	07/30/2003	9419	N/A	3622

Invention: **CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM WITH COMPLIANCE TRACKING CAPABILITIES**

Address to:  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Transmitted herewith are:

5 sheets of formal drawing(s) for this application.

Each sheet of drawing indicates the identifying indicia suggested in 37 CFR Section 1.84(c).

*Signature*

Michael F. Hoffman  
Reg. No. 40,019  
Hoffman, Warnick & D'Alessandro LLC  
Three E-Comm Square  
Albany, New York 12207  
(518) 449-0044

Dated: March 24, 2004

I certify that this document and attached formal drawings are being deposited on March 24, 2004 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

*Signature of Person Mailing Correspondence***Beverly Kehoe Shea***Typed or Printed Name of Person Mailing Correspondence*